

**Quality Assurance Advisory Council
Meeting Minutes
March 30, 2007**

ATTENDEES: Terry Mackey, George Boyle, Willie Farris, Gary Stevens, Robin Rust, Nancy Nickolaus, Clive Woodward, Ron Wehmeyer, Virginia Habjan, Cindy Tebbe, Neva Thurston, Joni Clayton, Lisa Nothaus, Mary Kay Savage and Neva Thurston.

Members Absent: Larry Page, Betty Castleberry, Cher Caudel,

Guests: Jeanie Anguaoui, Marie Lebbing

- I. Welcome and Introductions were made.
- II. Membership: Robin stated that two seats will be added to the MRDD Quality Advisory Council for the Missouri Chapter of ARC. Mike Hanrahan, Executive Director, has been contacted and the group will be submitting 2 names for consideration soon. Neva Thurston will also join the group as a Member - at - Large. Kit Stahlberg is not going to be able to join the group due to other commitments. People First will be nominating another representative.
- III. Top Ten Measures Ballot: The Quality Advisory Council has had previous discussions about a provider scorecard, which would include individual provider performance data on a list of quality measures, for the purpose of comparing provider performance. Clive handed out a quick survey to be completed by members regarding their top ten measures to be included on the Provider Score Card. The following was discussed:
 - a. Individuals who read the scorecard may not know what some of the measures mean. There was concern about the honesty of those reporting the information.
 - b. Many of the measures may be more of interest to the Department than to self advocates or family members.
 - c. Terry Mackey suggested that it may be helpful to be able to create a tool that looks at how an agency does on a particular measure compared to other, similar agencies. He also suggested that measures may provide a wrong picture of an agency. For example an agency that provides services to those with intense support needs may rate differently than an agency that refuses to serve these individuals.
 - d. Licensure findings are also going to be published, although there is not yet a time table for this.

- e. Regardless of the tool there will need to be extensive training for all stakeholders.
- f. The provider scorecard will be just 1 tool that people can use in choosing a provider. Multiple strategies/information will need to be used to get a clear picture of the agency.
- g. Initially data will only be collected and distributed in house. This will allow the Department to work through any problems prior to it "going public". The QA Council will receive the initial reports.

Clive took the surveys and quickly tallied them. Results were discussed. (See attached) He will have the final measures to show the group at the June meeting.

- IV. Provider Tool: Council members and other stakeholders have recommended that a brief, written guideline about how to choose a provider would be beneficial to people looking for community services, and their families. Provider selection guides from other states were reviewed as examples. Feedback was sought from the membership. A summary of the discussion follows:

- a. An introduction should be developed that emphasizes the choice of provider is ultimately the families/self advocates. The tool just provides guidelines to use when making the decision.
- b. Add information about evacuation plans / access to hospitals / consumer rights / how people are supported in finding jobs / the involvement of outside advocacy groups / how relationships between roommates are supported.
- c. This should be available in multiple formats including on the web.
- d. Some members felt there should be a checklist or pass/fail column. Others felt the information did not lend itself to a checklist style format.
- e. Suggested sharing to tool with: MO Planning Council, People First (August Meeting), Service Coordinators, DESE's Interagency Transition Team; MODDRC Volunteers and at New Provider orientations.

Nancy will revise as suggested and another version will be sent out to the membership for review.

- V. Recommendation 5 Overview: In June 2006 the Mental Health Task Force was formed at the direction of the Governor. The Task Force' charge was to "develop and propose long term solutions to prevent abuse and neglect, assure thorough investigation of abuse and neglect allegations and to recommend actions to increase the safe delivery of mental health services for Missourians with disabilities." On November 29, 2006, the Task Force released a report containing 25 recommendations to improve services. Recommendation 5 suggests that the DMH redesigns its

process for certification and licensure of community based providers. Terry Mackey, who was appointed by Governor Matt Blunt to serve on the Mental Health Task Force, provided additional information. Included was a discussion about the satisfaction surveys required by CARF. These surveys are not useful for looking at statewide trends as each agency uses its own survey instrument. Terry stated that it may be important to recommend 1 tool be used. Also discussed was the need to utilize programs like SAFE to provide additional oversight / information about quality. The Advisory Committee agreed that they would like to continue to be updated and review the REC 5 preliminary recommendations at the next meeting.

- VI. During the development of the Transformation Initiative strategic plan many individuals expressed the need to have a mentoring program for individuals with disabilities and family members. This same need has also been expressed by other groups working with DMRDD consumers. The UMKC- Institute for Human Development is already engaged in a mentoring project called Sharing Our Strengths (SOS). SOS provides peer matches for individuals with disabilities, extended family members or professionals DMRDD Transformation staff has been working with UMKC to expand the SOS program to include individuals transitioning from habilitation centers. Nancy provided an overview of the Sharing Our Strengths mentoring program and web page.
- VII. The Next meeting was scheduled for June 20th. Current Agenda Items:
 - a. Provider Scorecard
 - b. Provide Tool
 - c. REC 5 preliminary recommendations
 - d. Joni suggested that the membership review the Missouri Quality Outcomes